



Panel Session:
**NASA Supplier Assessments and
Improving Operations**

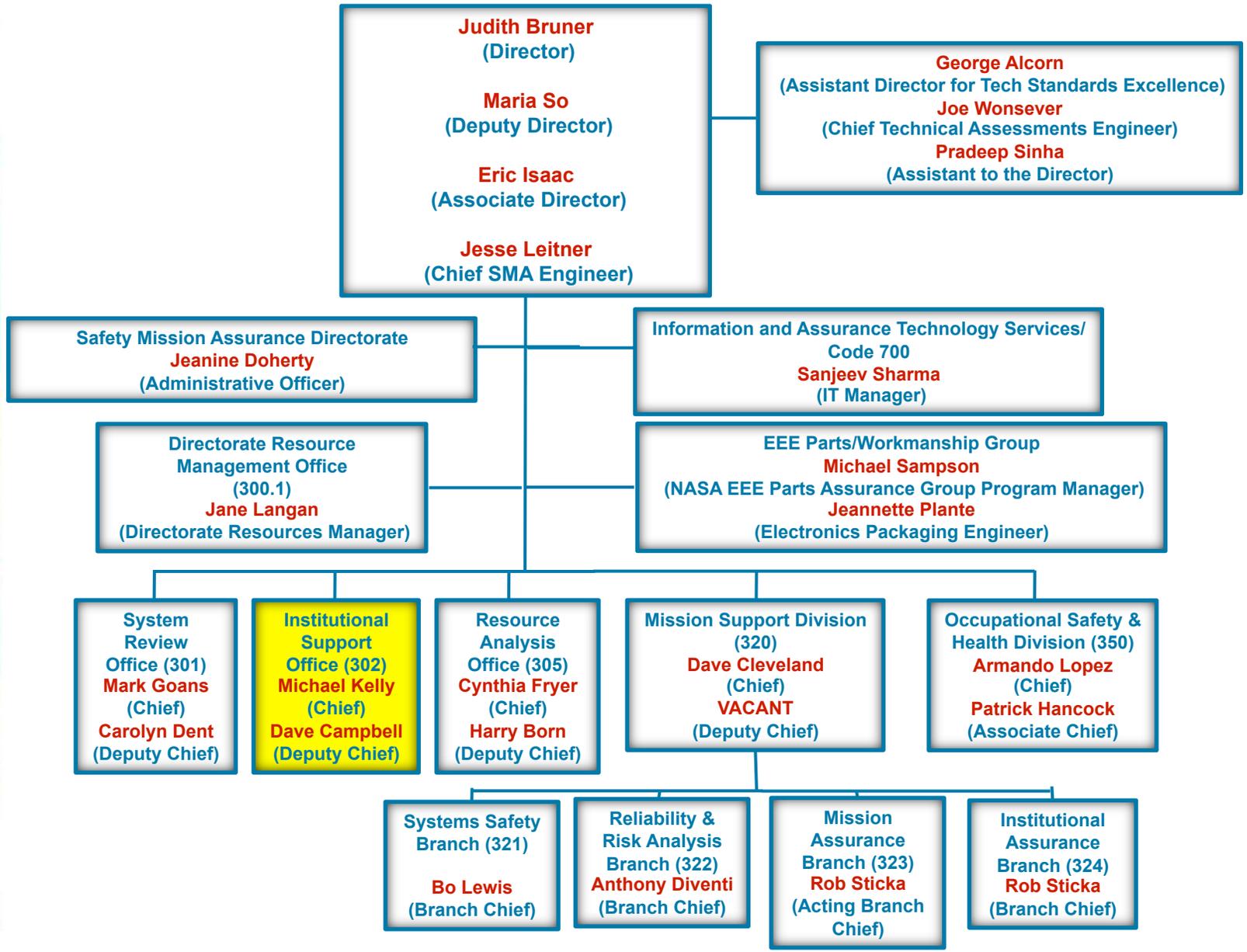
Michael P. Kelly
**NASA/GSFC Safety and Mission Assurance
Directorate**

October 21, 2010



SAFETY AND MISSION ASSURANCE (SMA) CODE 300

(09/15/2010)





Supply Chain Management / SMA Functions

- **Conduct supplier assessment and follow-up**
- **Maintain information resource of supplier assessment results**
- **Assist assessment / resolution of cross-cutting supplier issues**
- **Sponsor quality training (e.g. AS9100 quality system, ISO Lead Auditor)**
- **Manage annual supply chain conference**
- **Center Technical Liaison for NASA Contract Assurance Services (NCAS)**
- **Center Focal Point for Defense Contract Management Agency (DCMA)**
- **Participate in NASA Audit Management Team (NAMT) and Joint Audit Planning Committee (JAPC)**





NASA Policy - NPR 8735.2 A

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- **NPR 8735.2 A - Management of Government Quality Assurance Functions for NASA Contracts (w/change 1, dated 8/9/2010)**
 - **2.5 Quality System Evaluation**
 - **2.5.1 The contractor's quality system shall be reviewed to ensure compliance with invoked quality program requirements, including internally developed procedures. ...**
 - **2.5.1.1 Quality system evaluation of prime contractors shall be conducted by NASA Centers, delegated agents, or NASA support contractors.....**
 - **2.5.1.2 Quality system evaluation of contractors other than prime contractors shall be conducted by NASA Centers, delegated agents, NASA support contractors.....**





Selection of Suppliers for Assessment

- **Aerospace “prime” suppliers are assessed every 2 years.**
- **Lower-tier suppliers are selected for assessment based on multiple considerations:**
 - High-Risk or Critical supplier to a GSFC mission
 - “Common” supplier to multiple GSFC missions
 - Supplier issue/concern elevated to the Center Director level
 - Project office request





Assessment Objectives/Goals

- **Assess the supplier's processes for compliance to:**
 - Requirements of ISO9001 or AS9100
 - NASA contractual requirements
 - Requirements of the supplier's internal Quality Management System

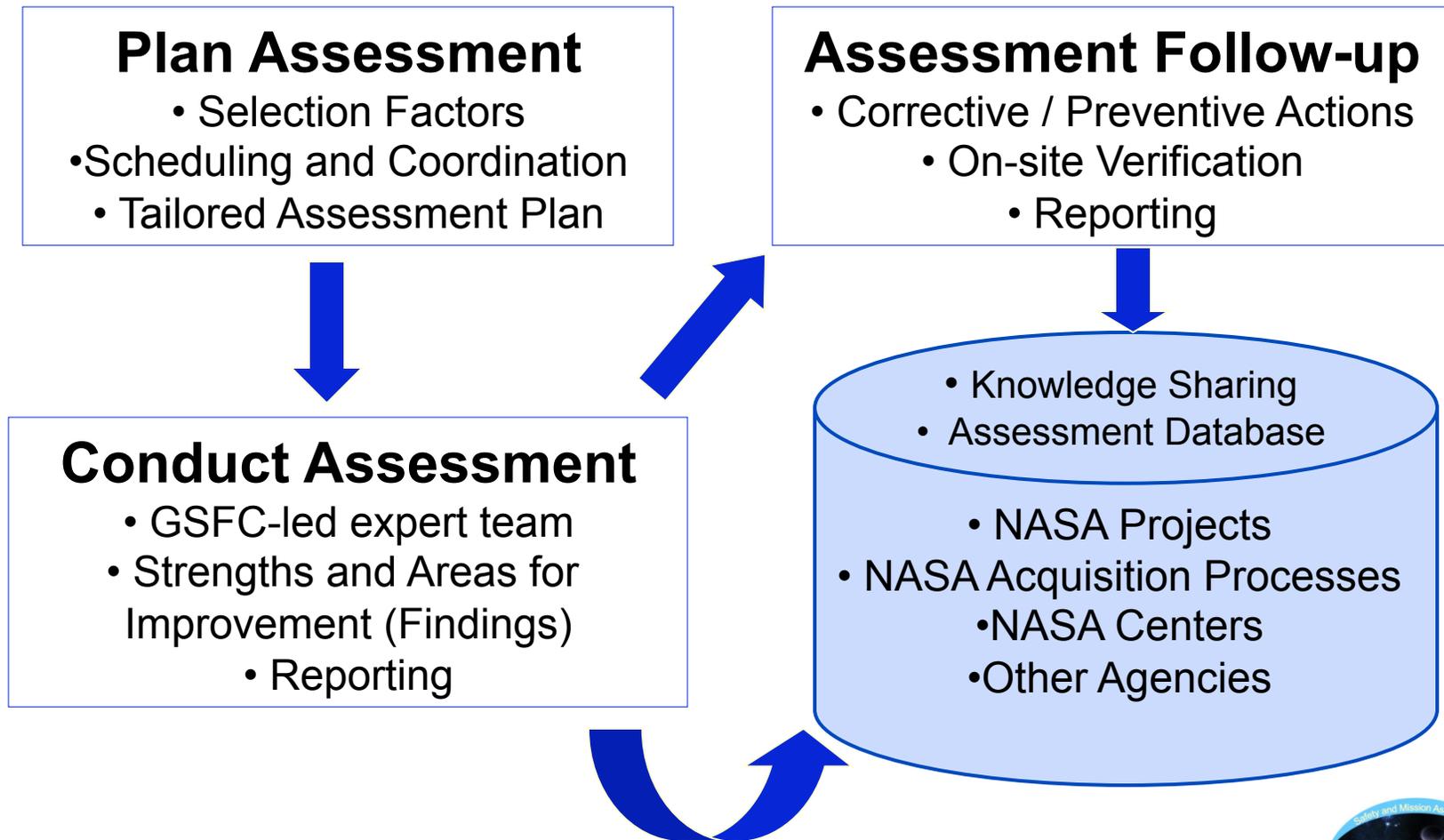
- **The goal of each assessment is to:**
 - Identify supplier's strengths
 - Identify areas for improvement
 - Drive effective corrective/preventive actions





Process Overview

GSFC Supplier Assessments





Sample Assessment Plan “items to be reviewed”

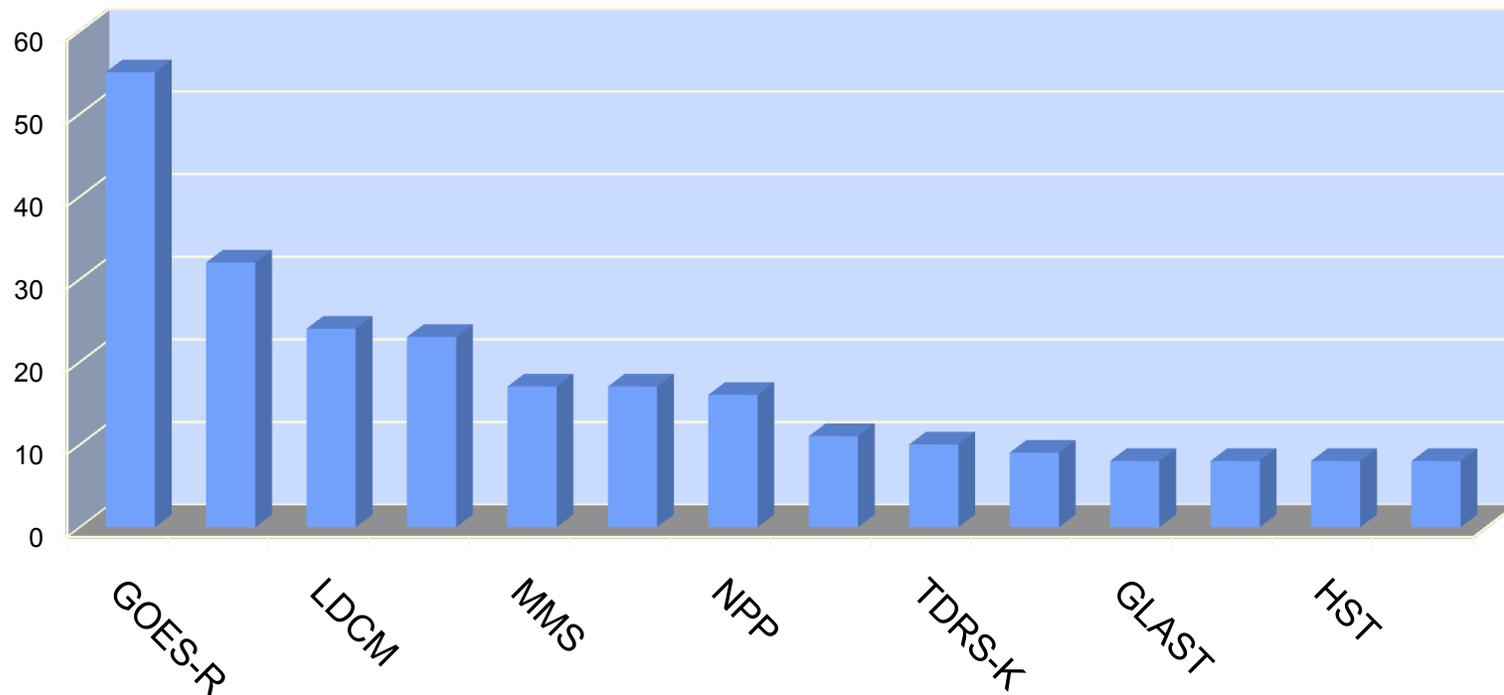
The following list provides an outline of “some” of the topics the assessment team will review:

- **Flowdown of contractual requirements**
- **Receiving inspection**
- **Configuration Management / Change Control**
- **Nonconforming product control**
- **Rework and repair processes**
- **Parts sampling, selection, and traceability**
- **Training and Certification of operators/ inspectors/disposition authorities/testers**
- **Process documentation adequacy (work orders, shop aids, drawings, etc.)**
- **Document control**
- **Workmanship and inspection**
- **Travelers, routers and configuration recording**
- **Packaging**
- **Scrap control**
- **Handling**
- **Acceptance Data Packages**
- **Problem Reporting System**
- **Internal Audit**
- **Calibration**
- **GFE**
- **Industrial Safety**
- **System Safety**
- **GIDEP**



Projects Supported – Jan 2007 - Sept 2010

Quantity of Assessments vs Project

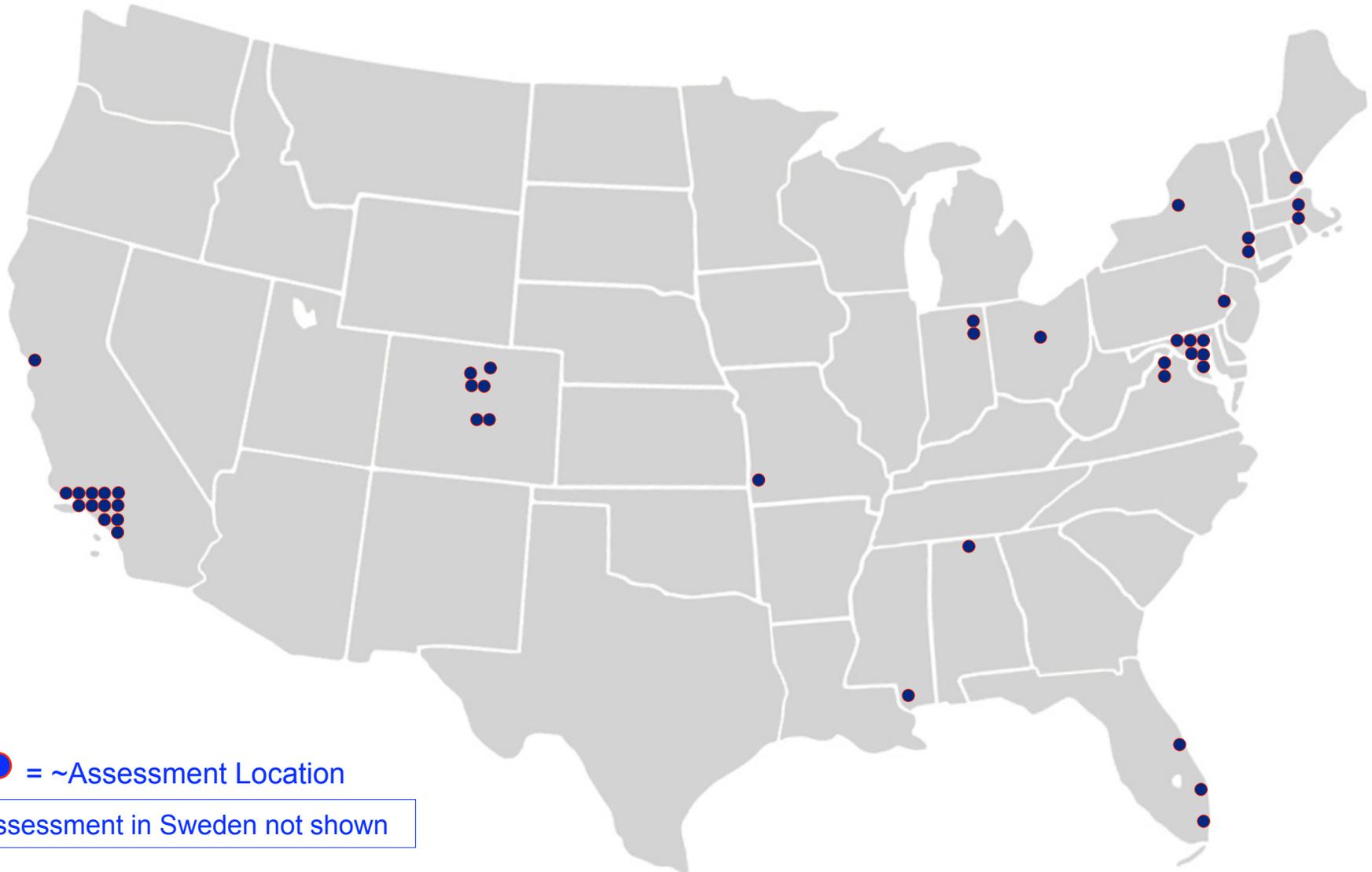




Supplier Assessments

FY 2010

~ Locations





Types of Suppliers – Jan 2007 - Sept 2010

Component / Box Level	67 assessments
Primes	44 assessments
PWB / Fastener / Mechanical	31 assessments
Instruments / Universities	26 assessments
Service	3 assessments
TOTAL	171 ASSESSMENTS





Assessment Results

- **Projects use assessment for insight into potential suppliers or into existing suppliers' history/issues/strengths**
- **Procurement uses assessment for insight into past performance**
- **Mission Assurance uses assessments for insight into compliance with Quality Management requirements**
- **Suppliers use assessments to make improvements to operations / production processes**





Supplier Assessments

Looking Ahead – FY 2011

- **Perform 50+ assessments throughout the supplier base for GSFC mission projects**
 - Primes and lower tiers: systems integrators/developers, and suppliers of subsystems, components, parts and materials
- **Coordinate / collaborate with GSFC mission projects, prime contractors, and other NASA centers and federal agencies**
- **And most importantly we will continue to work cooperatively with suppliers to:**
 - Produce value-added assessment results
 - Implement effective corrective actions and foster improvements





GSFC Supply Chain Management Team

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What is the GSFC Contractor Excellence Award Program?

- The Contractor Excellence Award represents the Goddard Space Flight Center's (GSFC) recognition of those contractors who:
 - 1) make a substantial contribution to the mission of the Center and
 - 2) are dedicated to a philosophy of Continuous Improvement (CI).
- Web site with more information is:
<http://iows001.gsfc.nasa.gov/gsfccca/>
(when available)
- The award offers applicants an opportunity to conduct a comprehensive self-evaluation process to identify both strengths and opportunities for improvement within their organization.

Safety and Mission Assurance Directorate, Goddard Space Flight Center





GSFC Contractor Excellence Award

Winners for the 2010 Goddard Contractor Excellence Award:

- **Large Business Service**
 - **ManTech SRS Technologies (Greenbelt, Md.)**
- **Large Business Product**
 - **ATK (Magna, Utah)**





Registration for the Award

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- **Please take note of the link for “Register for future information” at website: <http://iows001.gsfc.nasa.gov/gsfceal/> (when available)**
 - **Please check GSFC Supply Chain Conference Web Site for 2009 Presentation of the GSFC Contractor Excellence Award**
 - **If you need more information on the program, please contact:**
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Panel Session: NASA Supplier Assessments and Improving Operations

- **Facilitator:**

- Mike Kelly, Chief, Institutional Support Office, Safety and Mission Assurance Directorate, NASA GSFC

- **Panelists:**

- **Ken Sivcovich**, Director of Mission Assurance, DRS Sensors & Targeting Systems-California Division
- **Trenton Taylor**, Flight Assurance Manager, Laboratory for Atmospheric and Space Physics, University of Colorado
- **Melody Mutschler**, Procurement Quality Sr. Manager, Lockheed Martin, Newtown, PA

